



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## FIA ACTION TRANSMITTAL

Control Number: 14-08

Effective Date: IMMEDIATELY

Issuance Date: December 2, 2013

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR, FIA  
DEBBIE RUPPERT, EXECUTIVE DIRECTOR DHMH/OES

*Rosemary Malone*  
*Debbie Ruppert*

RE: PROCEDURES FOR PROCESSING PAPER MARYLAND HEALTH  
CONNECTION (MHC) APPLICATIONS FROM DECEMBER 2, 2013 TO  
DECEMBER 31, 2013

PROGRAM AFFECTED: MEDICAL ASSISTANCE

ORIGINATING OFFICE: OFFICE OF HEALTH CARE INITIATIVES AND SUPPORT  
SERVICES

### SUMMARY:

In October, the Department of Human Resources (DHR) implemented a contingency Fillable Application that captured information on customers who may be eligible for Medicaid under the Medicaid Expansion rules effective January 1, 2014. On **November 18, 2013**, the Family Investment Administration (FIA) notified local department staff to discontinue use of the contingency Fillable Application. This transmittal outlines the new procedures for processing paper Maryland Health Connection (MHC) applications until the end of December.

### ACTION REQUIRED:

**Effective immediately**, please follow these procedures to ensure customers have the opportunity to apply for health coverage based on the Medicaid Expansion rules effective January 1, 2014. Procedures for pending applications in the Maryland Health Connection after January 1, 2014, will be forthcoming.

When a customer applies for Medical Assistance:

1. Give the applicant a Maryland Health Connection paper application (except for Long Term Care and QMB/SLMB applicants).
2. Inform the customer they are completing the MHC application for processing if they

are determined ineligible under current Medicaid rules.

3. If the customer does not wish to complete an MHC application but does want to apply for Medical Assistance and/or other benefit programs, narrate in CARES that the opportunity to file for MHC was offered, and the applicant did not wish to complete an MHC application at this time.

Note: Case Managers must inform customers who do not wish to complete an MHC application that they can access the Maryland Health Connection website at [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov) at any time to see what types of coverage options are available to them. Also inform the applicants that they can call [1-856-652-8572](tel:1-856-652-8572) to apply over the phone.

4. Pend the application in CARES and using the CARES IRN, scan all received MHC applications into ECMS.
5. Batch the MHC applications and file them in a secure location, by date of receipt, or alphabetically, if that makes them easier to locate.
6. Complete the Medicaid eligibility determination in CARES.
7. If the customer and all applicants on the MHC application are determined eligible for Medical Assistance under current rules, pull the MHC paper application and shred it. Because it is in ECMS, the paper version is no longer needed.
8. Every week, the FIA Office of Operations places in your office's PIRAMID folder a list of Denied and Spend-down MA decisions from the previous week. Upon receipt of the list of cases that were determined ineligible or placed in a preserved status (Spend-down) for Medical Assistance under current rules, take the following action:
  - a. Examine the paper MHC application to determine if any of the applicants listed meet any of the following situations. If they do, narrate in CARES that no further action will be taken (for the specified applicant) because of the reason below:
    - 1) Are 65 years old or older (unless a caretaker relative – CTR);
    - 2) Are now Active on CARES in a Medical Assistance category;
    - 3) Are Active on MMIS in the Primary Adult Care Program (PAC);
    - 4) Were denied because the MA application was pended in error;
    - 5) Have other health insurance;
    - 6) Are deceased; or,
    - 7) Moved out of state.
  - b. For any applicants who are not excluded in #1-7 above, screen the applicant using the **MHC App Screening Tool**, which is an Excel file that is available in your local office's shared drive. The file opens as a read-only version.
  - c. If the result of the screening is "**MAGI**," enter the applicant into the Maryland Health Connection system, using the Internal Portal. Ask your office's Change Champion for assistance if you encounter issues with the data entry.

- d. If the result of the screening is “**not eligible**,” then set the application aside. Instructions on how to notify these applicants are forthcoming.
- e. If the result of the screening is “**send a request for information**,” then use the existing 1052 form to request the missing information (such as residency, citizenship or date of birth) and mark at the top of the 1052 form “MHC application” so the staff who sort the returned mail will differentiate these verifications from other verifications.
  - When you receive the information, scan it into ECMS and enter the applicant into the Maryland Health Connection system, using the Internal Portal.
- f. If the result of the screening is “**QHP**,” follow your office’s procedure for “handoff” of the application to the onsite Navigator. The Navigator will use the paper application to continue the application process for denied or spend-down household members to enroll in a Qualified Health Plan through the Maryland Health Benefit Exchange. Your local procedure should include the following steps:
  - 1) Write on the application the IRNs (Client IDs) for each household member to ensure a correct match in MHC.
  - 2) Give the Navigator the paper MHC application.
  - 3) Inform the Navigator if anyone included on the paper application was determined eligible under current Medicaid rules.

## **INQUIRIES:**

Please direct questions on process to Ida March at [ida.march@maryland.gov](mailto:ida.march@maryland.gov) or (410) 767-4369, or Deborah Weathers at [deborah.weathers@maryland.gov](mailto:deborah.weathers@maryland.gov) or (410) 767-7994. Direct MA/MCHP policy questions to DHMH Division of Eligibility Policy and MCHP at (410) 767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

cc: DHR Executive Staff  
FIA Management Staff  
DHMH Executive Staff  
DHMH Management Staff  
Constituent Services  
DHR Help Desk